

Patent claims

1. A method for the knowledge-based advising, managing and/or controlling of a business process, in which at least two parties are involved, which parties in each case have means (1 to 8) for information processing, providing the parties with interactive access to a database (10) for the process-accompanying input and process-accompanying build-up of process knowledge and/or expert knowledge, a logical interlinking of the process knowledge and expert knowledge taking place within the database (10), and an assessment characterizing the status of the business process taking place on the basis of this interlinking under the control of partial results, from which assessment a course of action is generated for at least one of the parties and is signaled to the party.
2. The method as claimed in claim 1, in which the interlinking of process knowledge and expert knowledge takes place on the basis of at least one table for the structured gathering of expert knowledge.
3. The method as claimed in claim 1 or 2, in which the interlinking of process knowledge and expert knowledge takes place on the basis of at least one checklist.
4. The method as claimed in claim 3, in which the checklist has at least one milestone-related work package, which contains subprocesses of the business process to be executed.
5. The method as claimed in one of claims 1 to 4, in which the assessment takes place by means of numerical values or colored marking of areas.
6. The method as claimed in one of claims 1 to 5, in which the signaling of the direction for action takes place by automatic generation of an e-mail or the setting of a hyperlink.
7. The method as claimed in one of claims 1 to 6, in which the course of action lies in formulating, defining, supplementing or executing work packages,

requirements, functions, functional descriptions, system analyses, components, process descriptions, technical features, target values, assessments, priorities, risks or actions for reducing risks.

5 8. The method as claimed in one of claims 1 to 7, in which the process knowledge contained in the database (10) is based on the process knowledge of a standard business process which can be adapted to a branch-specific individual process for the knowledge-
10 based advising, managing and/or controlling function.

9. The method as claimed in one of claims 1 to 8, in which the business process is a product production process.

10. The method as claimed in one of claims 1 to 9,
15 in which the interactive access to the database (10) takes place via a communication network (9).

11. The method as claimed in claim 10, in which the communication network (9) is the Internet or a company-internal intranet.

20 12. The method as claimed in one of claims 1 to 11, in which the parties involved in the business process comprise the company management, project teams, suppliers, customers and/or advisers.

13. A data processing system for the knowledge-
25 based advising, managing and/or controlling of a business process, in which at least two parties are involved, having means (1 to 8) for information processing, providing the parties with interactive access to a database (10) for the process-accompanying
30 input and process-accompanying build-up of process knowledge and expert knowledge, and means for the logical interlinking of the process knowledge and expert knowledge within the database, and an assessment characterizing the status of the business process
35 taking place on the basis of this interlinking under the control of partial results, from which assessment a course of action is generated for at least one of the parties and is signaled to the party.

14. The data processing system as claimed in claim 13, in which the interlinking of process knowledge and expert knowledge takes place on the basis of at least one table for the structured gathering of expert
5 knowledge.

15. The data processing system as claimed in either of claims 13 and 14, in which the interlinking of process knowledge and expert knowledge takes place on the basis of at least one checklist.

10 16. The data processing system as claimed in claim 15, in which the checklist has at least one milestone-related work package, which contains subprocesses of the business process to be executed.

15 17. The data processing system as claimed in one of claims 13 to 16, in which the assessment takes place by means of numerical values or colored marking of areas.

18. The data processing system as claimed in one of claims 13 to 17, in which the signaling of the direction for action takes place by automatic
20 generation of an e-mail or the setting of a hyperlink.

19. The data processing system as claimed in one of claims 13 to 18, in which the course of action lies in formulating, defining, supplementing or executing work packages, requirements, functions, functional
25 descriptions, system analyses, components, process descriptions, technical features, target values, assessments, priorities, risks or actions for reducing risks.

20. The data processing system as claimed in one of claims 13 to 19, in which the process knowledge contained in the database (10) is based on the process knowledge of a standard business process which can be adapted to a branch-specific individual process for the knowledge-based advising, managing and/or controlling
35 function.

21. The data processing system as claimed in one of claims 13 to 20, in which the business process is a product production process.

22. The data processing system as claimed in one of claims 13 to 21, in which the interactive access to the database (10) takes place via a communication network (9).

5 23. The data processing system as claimed in claim 22, in which the communication network (9) is the Internet or a company-internal intranet.

24. The data processing system as claimed in one of claims 13 to 23, in which the parties involved in the
10 business process comprise the company management, project teams, suppliers, customers and/or advisers.